

Livechatinc Dashboard presentation

Chat window

→

Visitors data →

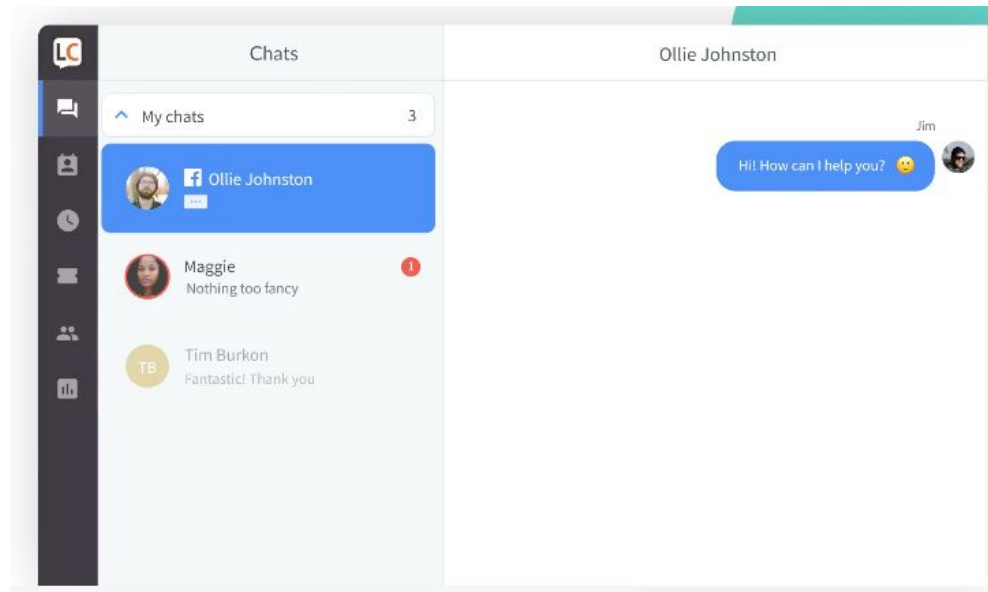
Archives →

Ticket →

Agents→

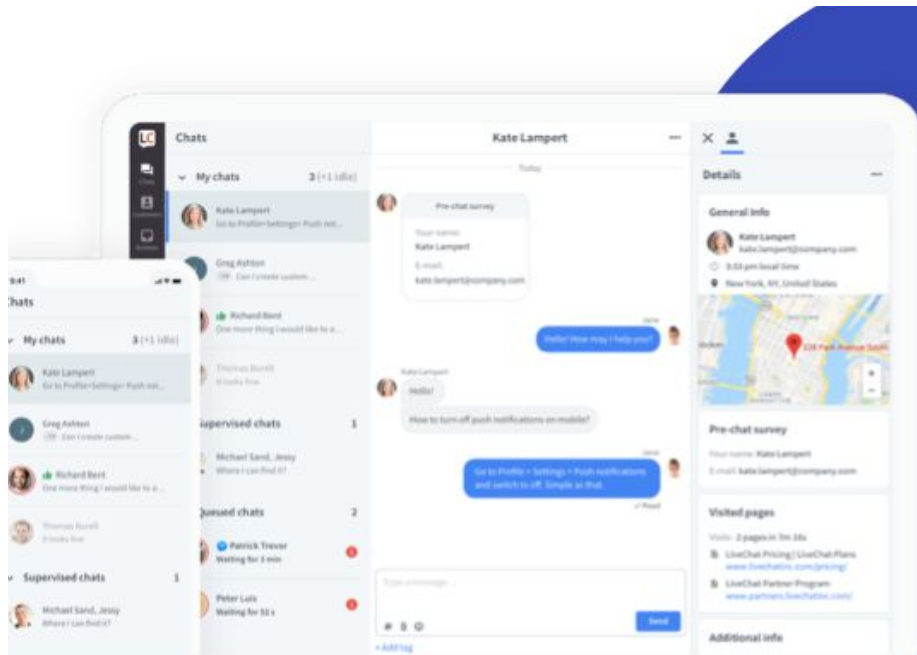
Reports →

Setting→

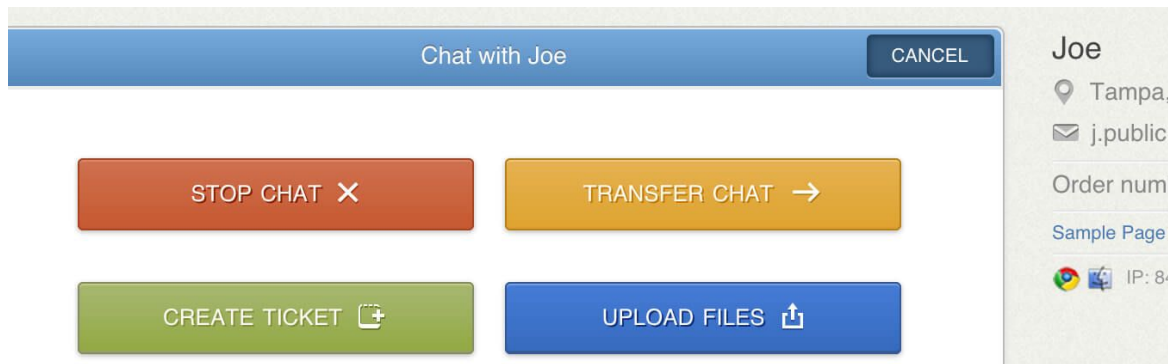


First : Chat Window

It shows all the chats which are accepted by the agent

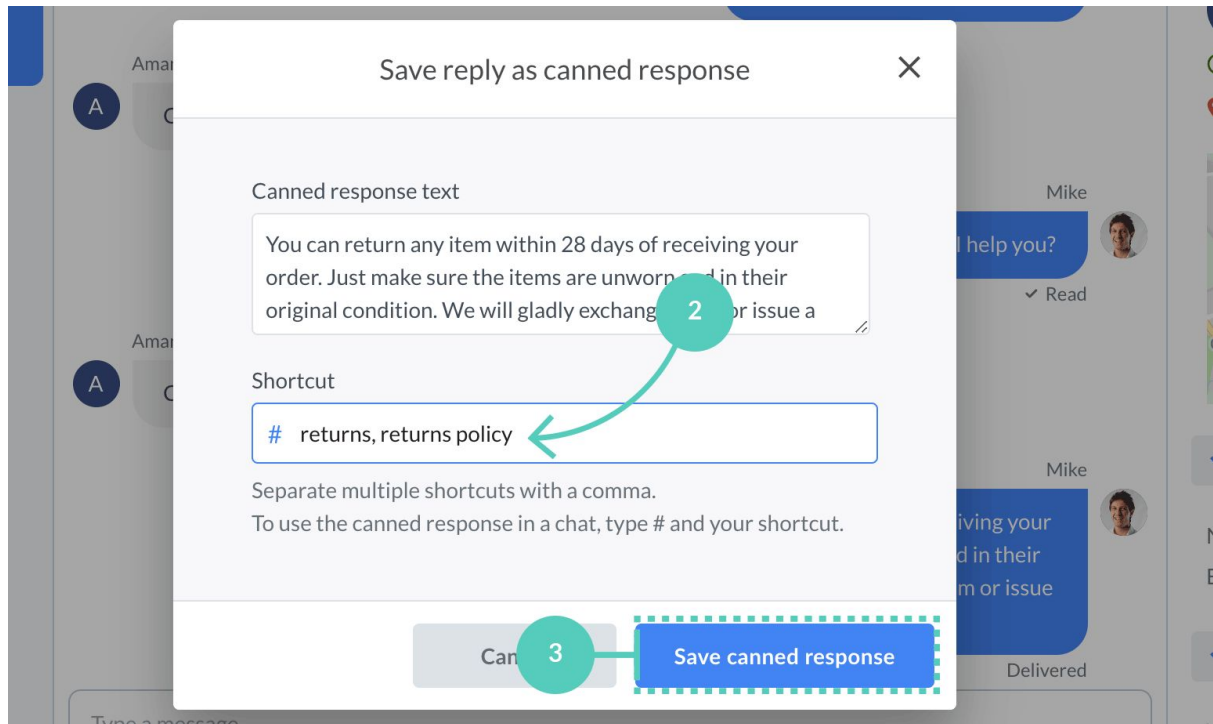


Options during the chat



Canned messages

You can create a responses to be used during the chat



Second : Visitor Data

It shows the visitor information(Country, how many times he visited the website, what page he is visiting now) and it shows also who is still browsing and who left

The screenshot displays a visitor data dashboard. On the left, a sidebar contains navigation icons. The main area is divided into two sections: a list of customers and a detailed view for a selected visitor.

Customers List:

NAME	EMAIL	ACTIONS	ACTIVITY
Claire	-	Go to chat	Chutting
Client	-	Message	Browsing
Support Team	-	Go to chat	Chutting
Client	-	Message	Browsing
Suzie	suzie@gmail.com	Go to chat	Chutting
John	-	Message	Browsing
Pam	pam@gmail.com	Message	Browsing
Thom	thom@gmail.com	Go to chat	Chutting
Client	-	Go to chat	Chutting
Pam Beesly	pam.beesly@company...	Go to chat	Chutting
Eric	-	Message	Browsing

Details for Pam Beesly:

- Contact info:** Pam Beesly, pam.beesly@company.com, 3:33PM (North America/New...), New York, NY, United States. Includes a map showing the location at 238 Park Avenue South.
- Additional info:** Returning visitor (77 visits, 6 chats), Last seen: yesterday, Came from: google.com, Greeting: Holiday Promo: 50% OFF.
- Custom variables:** Shop login: p.beesly@gmail.com, Discounts: None.

Third : Archives

We can review all the chats from the Archives and can do filters by Tag, Agent name, Date, rating

The screenshot displays the LiveChat interface. On the left is a sidebar with navigation icons for Chats, Customers, Archives, Tickets, Agents, and Reports. The main area is divided into three panels:

- Archives:** A list of chat entries. The selected chat is with 'Walt Withman' (Agent: Jessica) from yesterday, with the message 'I'd like to buy 50 books, can I get a discount? You ...'. Other entries include Edgar, Emily, and Douglas.
- Chat Conversation:** The chat history for 'Walt Withman and Jessica'. It shows a pre-chat survey, a message from Jessica: 'Hello. How may I help you?', a message from Walt Withman: 'I'd like to buy 50 books, can I get a discount?', and a response from Jessica: 'You can get 15% off, here's your discount code 15BOOKWORM'. The chat started on Tue, 01/29/2019 05:36 pm.
- Details:** Information about the customer and chat. It includes a 'General info' section with the customer's name (Walt Withman), email (walt@withman.com), and location (Wroclaw, Dolnoslaskie, Poland). The 'Chat info' section shows the chat ID (PM030QN5SL) and the start time. The 'Pre-chat survey' section shows the customer's name, email, and chosen department (Support). The 'Post-chat survey' section asks if this is the first time the customer has chatted with the company.

Fourth : Tickets

This window receive messages when agents are offline, you can assign the ticket to any agents and also add a tag to it

The screenshot displays a Zendesk ticket interface. On the left is a dark sidebar with navigation icons for Chat, Company, Recent, Home, Agents, Reports, Workspace, Subscribes, Settings, and Help. The main area is titled "Can't add a new greeting" with a back arrow. It shows a chat transcript from Winston Smith (28 Mar 2019, 2:22 pm) and Alicia (28 Mar 2019, 02:05:01 pm to 02:06:53 pm). The transcript includes a "Chat transcript:" header, contact information for Winston Smith, and a conversation about adding a greeting. Below the transcript, a message from Alicia states: "I talked to our tech team and they will get on your case immediately. I will let you know via email when the issue is resolved. It shouldn't take longer than 24 hours." Winston Smith responds: "Ok, thanks". A system message follows: "Alicia changed ticket subject to Can't add a new greeting". At the bottom of the main area is a "Type a message..." input field, a "Private" toggle, and a "Ticket status" dropdown set to "Pending" with a "Send" button. On the right is a "Details" sidebar containing: "Ticket info" (Ticket ID: O2REW, Created: 28 Mar 2019, Last message: 28 Mar 2019, Status: Open, Source: Chat, Tags: + add tag), "Assignee" (Ticket is unassigned, Change), "Groups" (General, Edit), "Requester" (Winston Smith, winston@smithmail.me, + Add more people, Change), and "Recent tickets" (Open: Greetings error, Solved: Tickets error). A green arrow points from the "Change" link in the Assignee section to the "General" group in the Groups section.

Can't add a new greeting

Winston Smith 28 Mar 2019, 2:22 pm

Chat transcript:

Name: Winston Smith
E-mail: winston@smithmail.me

Alicja (Thu, 3/28/2019, 02:05:01 pm Europe/Warsaw)
Hi Winston Smith!

Winston Smith (Thu, 3/28/2019, 02:05:29 pm)
Hi, I want to add a greeting but the app doesn't let me

Alicja (Thu, 3/28/2019, 02:06:46 pm)
I talked to our tech team and they will get on your case immediately. I will let you know via email when the issue is resolved. It shouldn't take longer than 24 hours.

Winston Smith (Thu, 3/28/2019, 02:06:53 pm)
Ok, thanks

Alicja changed ticket subject to Can't add a new greeting 28 Mar 2019, 2:23 pm

Type a message...

Private | Ticket status Pending | Send

Details

Ticket info

Ticket ID: O2REW [Copy URL](#)
Created: 28 Mar 2019
Last message: 28 Mar 2019
Status: Open
Source: Chat
Tags: [+ add tag](#)

Assignee

Ticket is unassigned. [Change](#)

Groups [Edit](#)

General

Requester [Change](#)

Winston Smith
winston@smithmail.me
[+ Add more people](#)

Recent tickets

Open: Greetings error
Solved: Tickets error

Fifth : Agents window

It shows all the agents you have in the system with their email and also show the role of them, and shows who is online and who is offline

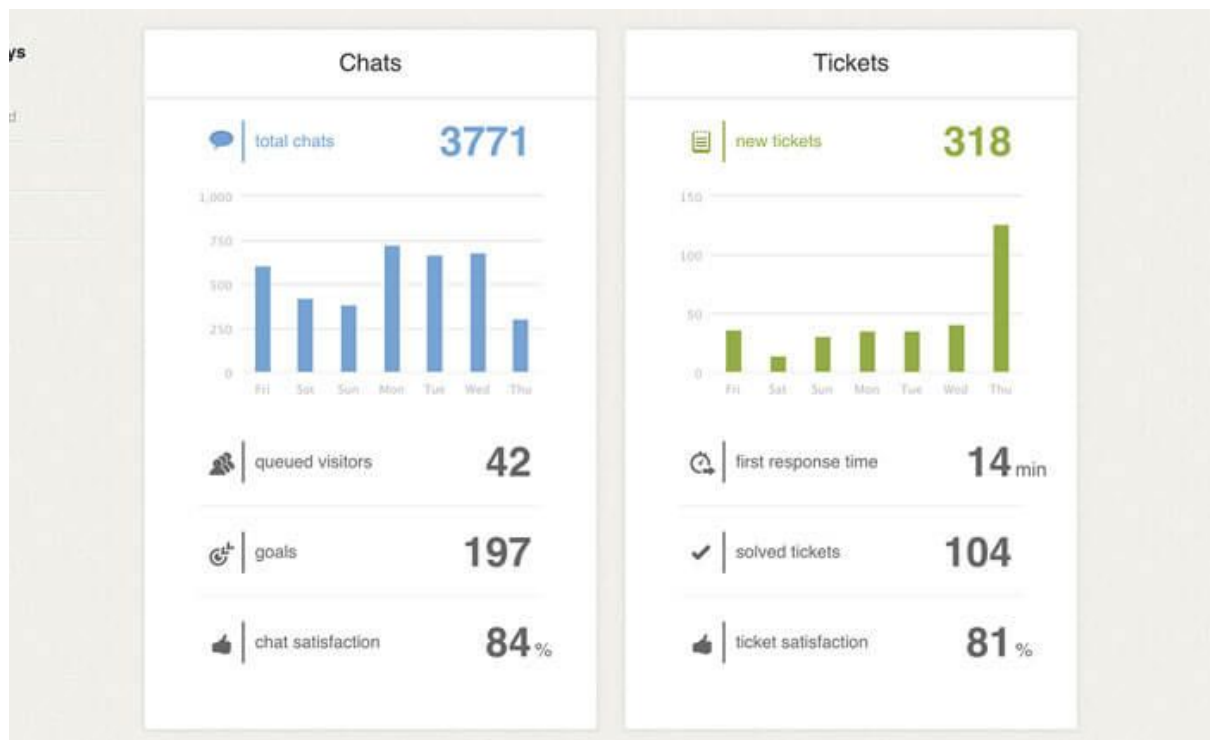
	Team		
		Daenerys Stormborn of the House Targaryen, First of Her Name daenerys@firstofhername.com	Admin
		Ferdinand f.zufall@f18.com	Agent
		Gertrude gerdzia@cok.com	Agent
		Grześ grzestest@livechatinc.com	Admin
		Imislawa imislawacok@cok.com ⚠️	Agent
		Meg Off megoff123@livechatinc.com 🖥️	Agent
		Mona L 🍌 mona.l@cok.com	Agent
		Patricia C patricia.c@cok.com	Agent

Sixth : Reports Window

Its most important window in the system, it shows :

- 1-Total number of chats
- 2-Total availability for each agent
- 3-Total number of tickets
- 4- Response rate

And it can be filtered by date, tag and goal



Seventh : Setting

In this section you can set :

- 1-The greeting which appear to your visitors
- 2-Chat survey and forms
- 3- Chat design and theme
- 4- integrations, most important integrations (mailchimp, hubspot, infusionsoft, salesforce)

